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**STUDY  
CONTENT  
AND  
SCOPE**

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- Software Maintenance Planning, August 1982.
- Trends in the Use of Repair Centers, September 1982.
- 1982 Field Service Program Annual Report, September 1982.
- Servicing Remote Customers Competitively, December 1982.
- 1983 Field Service Program Reports:
  - Large Systems User Service Requirements.
  - Large Systems Service Competitive Analysis.
  - Small Systems User Service Requirements.
  - Small Systems Service Competitive Analysis.
  - Office Products User Service Requirements.
  - Office Products Service Competitive Analysis.
- Third-Party Maintenance Market in Europe, June 1983.
- Plus numerous special studies for individual clients.

- Current TPM users will be asked to provide information concerning the use of third-party service vis a vis service from the original equipment vendor.
- Potential users of third-party maintenance for each category of products will, similarly, be asked to describe motivational factors for choosing third-party service.

### DELIVERABLES

- Clients of this study will receive the following:
  - One hundred fifty page report (two copies), the content of which is described in the attached preliminary table of contents.
  - Executive Summary (10 copies).
  - Inquiry service: telephone access to INPUT's senior staff for questions relating to the report contents for a period of 30 days after publication date.
  - An optional one-day presentation and discussion at INPUT or at client's premises, for an additional fee.

### INPUT'S CREDENTIALS

- INPUT is a leading international market research and consulting firm specializing in the services market. Founded in 1974, INPUT conducts over 10,000 user and vendor interviews annually. Clients include small- and medium-sized firms as well as over 100 of the world's largest and most technically advanced companies.
- Previous studies undertaken by INPUT related to this marketplace include:
  - Third Party Maintenance, May 1981.
  - Users' Perception of Critical Maintenance, June 1981.
  - Pricing, Packaging, and Selling Field Services, August 1981.
  - Personal Computer Use in Large Companies, October 1981.
  - Organization and Structure of Field Service, December 1981.
  - Maintaining Low-Cost Equipment Profitably, June 1982.

- Trends to or from consumer types of service, including service "stores," will be examined.
- New products/services, including different contracts, will be observed.
  - . Guaranteed uptime.
  - . Site spares.
  - . Diagnostic assistance.
  - . Site maintenance in lieu of service by individual unit.
  - . Self maintenance.
  - . Commissioning.
  - . Facilities.
  - . Supplies and accessories.
  - . Software.
  - . Network management.
  - . Franchising.
  - . "Throw away" modules.
- Anticipated changes in marketing strategies, execution, or delivery of product services will be noted where possible.
- Third-party maintenance acceptance trends by users will be examined to sense relative importance of selection criteria including:
  - Maintenance pricing.
  - Availability.
  - Services offered.
  - Desire to become independent from manufacturer.
- INPUT's forecast of financial performance will be included:
  - Industry revenues and profitability will be projected through 1989.
  - Assumptions for financial projections will be noted, including technical and anticipated administrative developments.
  - Field engineer productivity analysis and forecast will be included.

#### USER ATTITUDES REGARDING THIRD-PARTY MAINTENANCE

- The value of a comprehensive market study, such as this, for third-party maintenance is limited when information is based exclusively on current service vendors. The incremental value of information from users and potential users of third-party service has a significant bearing on future strategies, guidelines, and forecasts for third-party service.
- To develop a better insight into third-party maintenance potential, two groups of users will be polled to determine their readiness to use (and attitude towards) third-party maintenance.

### THIRD-PARTY MAINTENANCE FIRMS' RESOURCES

- Organizational structures for third-party maintenance firms will be evaluated by division, departments, and branches.
- Field service locations by each third-party company will be provided.
- Personnel profiles for third-party firms will analyze, where possible:
  - For field engineers:
    - . Number of field engineers.
    - . Background and source.
    - . Measurement of technical skill.
    - . Promotion program.
    - . Compensation.
  - For support personnel:
    - . Types required and numbers.
    - . Value added.
- Interrelationships with suppliers, distributors, agents, and manufacturers will be described.
  - Who does what to whom, when, where and for how much?
- Systems approaches to third-party maintenance will be examined.
  - Centralized dispatch.
  - Escalation.
  - Remote diagnostics.
- Critical mass components will be studied to show relationships between:
  - Equipment density.
  - Field engineers' proximity to the equipment.
  - Field engineers' productivity.
  - Remote regions.
  - Rationale for opening new service offices.

### PROJECTIONS OF THE THIRD-PARTY MAINTENANCE MARKET IN THE 1984-1989 PERIOD

- Expectations of new areas for third-party maintenance exploration will be analyzed.

- Financial data will be provided to the extent respondents agree to share this information. This will include:
  - Revenues by year and by engineer.
  - Profit percentages by year.
  - Productivity achievements.
  - Pricing strategies and methodologies.
  - Inventory methods of costs.

#### COMPONENTS OF THIRD-PARTY SERVICE

- This section will provide detailed analyses of what third-party maintenance firms include in their service offerings.
  - On-site, on-call, and time-and-materials options will be assessed along with other alternatives such as:
    - Exchange programs.
    - Loaner programs.
    - Mail-in service.
    - Telephone support.
    - Parts only or labor only.
    - Consulting or other services provided.
  - The extent that modular or unit board swapping is employed will be measured.
  - Rationale for board swapping will be investigated, including who does the swapping in third-party maintenance firms.
- Dependence upon and quality of backup support from original manufacturers are vital. Critical areas to be examined are:
  - Software support.
  - Repairs and second-level troubleshooting support.
- Response times are fundamental to third-party maintenance firms' business thrust.
  - A breakdown of response times by service vendors will be provided.
- Coverage periods and options will also be provided.
- Other products/services offered, such as, supplies, accessories, commissioning, and facilities planning will be included.

- User organizations interviewed will be of equal quantities of small (less than \$100M companies), medium (from \$100M to \$250M companies), and large (greater than \$250M companies).
- Study data will consist of responses to and analysis of specific questionnaires, information from previous INPUT studies, and secondary research.
  - Questionnaires will be designed and developed by INPUT and reviewed by clients prior to interviews.
  - Clients will indicate those TPMs that should be targeted.

(INPUT cannot guarantee responses from the recommended list of firms; however, INPUT already has a data base of information on certain vendors).

#### KEY ISSUES ADDRESSED

#### CHARACTERISTICS OF THE THIRD-PARTY MAINTENANCE MARKETPLACE

- Market share statistics, as perceived by respondents, will provide focus for major competitors in third-party maintenance. An analysis of the customer base by type of equipment and type of customer will be sought.
- Type of equipment serviced by each respondent firm will be classified into the categories of equipment shown in Section IVA of the report (see attached preliminary table of contents).
- Motivation for third-party maintenance firms for originally going into business and servicing specific markets and the degree of success obtained will provide useful guidelines for clients. Rationale for exclusion or inclusion of products to be served are important factors which will be determined.
- Marketing techniques will be explored to derive methods for promoting and pricing the service product.
  - Advertising and promotional programs will be noted, including extent of use of direct mail or telemarketing.
  - Sales aspects of third-party maintenance will determine:
    - Who actually sells third-party maintenance.
    - Incentive programs for maintenance sales.
  - Industry accepted pricing will be determined for the various levels of service offered for each of the product categories covered.

## STUDY SCOPE AND METHODOLOGY

- The study will focus on the U.S. market for third-party maintenance service.
  - Planned completion date is June 1984.
  - Emphasis will be on user requirements from all company sizes (small, medium, and large) with a minimum of 200 potential and current users interviewed.
  - Vendor plans and financials will be provided, to the extent possible, by vendor name and otherwise through anonymous profiles.
  - A minimum of 50 vendors who currently offer TPM will be interviewed.
  - The TPM market for the following equipment categories will be explored separately and in detail: office equipment (word processors, facsimile devices, copiers), personal computers, turnkey systems/OEMs, computers (mainframes and minis), and peripherals and terminals. *telecon/data comm.*
  - New opportunities for TPM vendors will be examined where current expertise could have high transfer value.
  - Delivery modes (on-site, carry-in, repair depot, service shop, etc.) will be examined for user acceptance/requirements, price sensitivity and industry pricing norms, productivity, and cost.
  - Clients subscribing to this program can suggest specific questions and areas of concern for inclusion in the study, providing they are provided before study launch.
- Sources of TPM vendor information will include, but will not be limited to, the companies listed below:
  - Braegen.
  - Bunker Ramo.
  - Carterfone.
  - Control Data.
  - Decision Data.
  - Digital Equipment Corporation.
  - Dow Jones.
  - GEISCO.
  - General Automation.
  - Grumman Data Systems.
  - Honeywell.
  - Indeserv.
  - Kalbro.
  - RCA Services.
  - Sorbus.
  - TRW Customer Service.
  - Tymshare.
  - Xerox.

## CLIENT BENEFITS

- This special focus on the TPM market will provide subscribers with in-depth data on vendors, market size, market development, user requirements and buying patterns.
- With this up-to-date analysis, subscribers can:
  - Establish realistic market plans and pricing strategies.
  - Review competitive postures and methodologies.
  - Target profit and growth opportunities.
  - Analyze market shares by equipment type.
  - Examine rationales used by other firms for deciding to enter given TPM markets.
  - Observe the marketing techniques employed by vendors.
  - Receive organizational and financial analyses of typical TPM vendors.
  - Enhance long-term planning with sound statistical data on the industry.
  - Evaluate the TPM market for extending a currently captive base.
  - Select appropriate TPM vendors for consideration for private label or individual use.

## USERS OF THIS INFORMATION

- This research is designed to provide hard factual data to a wide range of functions for a variety of decisions, including:
  - VICE PRESIDENT OF OPERATIONS - for setting strategic directions, allocating resources, and determining viability of new markets.
  - FIELD SERVICE MANAGERS - for identifying practical methodologies for dealing with engineer productivity, response time, and personnel issues.
  - MARKETING MANAGERS - for establishing the most profitable market focus, pricing, and service-packaging approaches.
  - VICE PRESIDENT OF MARKETING - in start-up, manufacturers will use the study to evaluate and select private label vendors and establish a basis for contracting out services.
  - MANAGERS - of large information systems departments within companies will use the data to evaluate the viability of using TPM and to select qualified vendors for consideration.

## THIRD-PARTY MAINTENANCE: THE VENDORS, THEIR SERVICES, AND THEIR MARKETS, 1984-1989

### OVERVIEW

- Third-Party maintenance (TPM) service has become an increasingly acceptable means of support to end users. This acceptance is expected to increase in proportion to the expansion of geographic coverage by third-party service vendors and the improvement in their services. Even more important has been the recent entry of major equipment manufacturers such as DEC, Honeywell, and NAS.
- Private label maintenance, whereby a manufacturer contracts its entire maintenance activity to a third party, is an important component of this market. Single-source maintenance aims at offering a single contact point for all service/support contacts for each user site, independent of the vendor supplying the products needing service.
- Low cost products from terminals to personal computers, including the whole office equipment area, are already lucrative markets for third-party maintenance vendors and include some of the fastest growing markets.
- Major marketplace developments include:
  - Increased competition for service business.
  - Proliferation of service vendors.
  - Availability of new equipment distribution channels.
  - Shifts in user service criteria and methods.
  - Trend toward micro-based systems.
  - Need for integrated software/firmware/hardware services.
- This new multiclient program offers vendors a unique opportunity to explore this complex and rapidly growing market through the application of INPUT's present research capabilities and long experience in the field service arena.

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NEED  
FOR  
THE  
STUDY

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Accounts

Northern Telecom

IBM

Honeywell

DEC

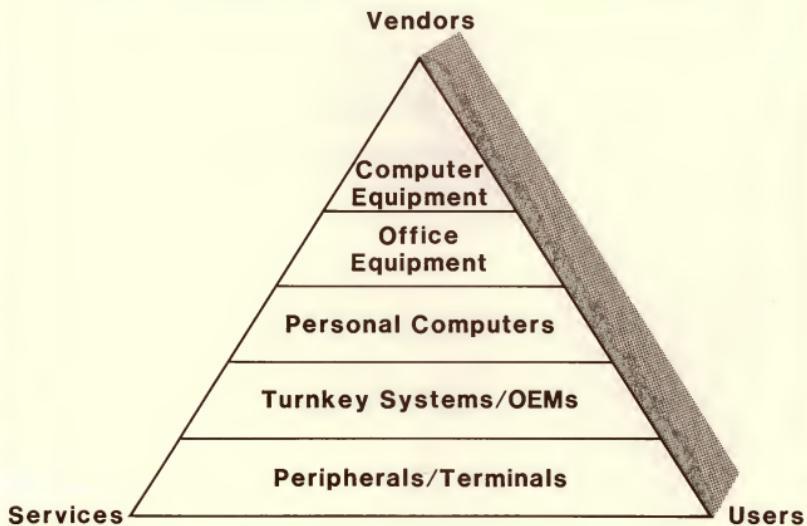
Memory

Microdata

NCR

Xerox

**Third-Party Maintenance:** *Microdata*  
**The Vendors, Their Services** *NCR*  
**And Their Markets, 1984-1989** *Xerox*



Prospectus for a Multiclient Study

**INPUT**

THIRD-PARTY MAINTENANCE: THE VENDORS,  
THEIR SERVICES, AND THEIR MARKETS, 1984-1989

PRELIMINARY TABLE OF CONTENTS

- I    INTRODUCTION
  - A. Report Methodology
  - B. Vendor Research
  - C. User Research
- II   EXECUTIVE SUMMARY
  - A. The Third-Party Maintenance Industry
  - B. Market Forecast, 1984-1989
  - C. User Characteristics
    - 1. TPM Usage Trends
    - 2. Service Opportunities
    - 3. Importance Of Delivery Modes
    - 4. Future Service Needs
  - D. Vendor Characteristics
    - 1. Leading Vendor Market Shares By Equipment Category
    - 2. Keys To Success
    - 3. Future Vendor Plans
  - E. Recommendations
    - 1. Technical Recommendations
    - 2. Market Strategies
- III   MARKET FORECAST
  - A. TPM Market In 1984
  - B. Service Markets Growth And Trends
  - C. Service Markets Forecast
  - D. Major Market Components (Labor, Parts)
  - E. Forecast By User Size
  - F. Profitability And Productivity Forecasts

*(Continued Next Page.)*

- IV MARKET ANALYSIS
  - A. Market Segmentation
    - 1. Office Equipment Market
    - 2. Personal Computer Market
    - 3. Peripheral/Terminal Market
    - 4. Computer Equipment Market
    - 5. Turnkey Systems/OEM Equipment Market
  - B. Delivery Modes
    - 1. On-Site, Guaranteed Service
    - 2. On-Site, Other
    - 3. Repair Depot, Carry-In
    - 4. Service Shop, Carry-In
    - 5. User Self-Maintenance
  - C. Competitive Analysis
    - 1. Office Equipment Market
    - 2. Personal Computer Market
    - 3. Peripheral/Terminal Equipment Market
    - 4. Computer Equipment Market
- V MARKETING TECHNIQUES
  - A. Marketing Strategies For Success
  - B. Pricing Methodologies Employed In The Industry
  - C. Service Packaging Options
  - D. TPM Service Trends
- VI USER ENVIRONMENT
  - A. EDP Expenditures On Service, 1983
  - B. EDP Expenditures On TPM, 1983
  - C. User Purchasing Criteria
    - 1. Factors Used
    - 2. Selection Process
    - 3. Who Buys?
  - D. User Expectations
    - 1. Vendor Assistance Needed
    - 2. Need for Hardware Maintenance Service Integration
    - 3. Need For Hardware/Software Service Integration
  - E. User Profiles
    - 1. Typical Small Company Profile
    - 2. Typical Medium Company Profile
    - 3. Typical Large Company Profile

*(Continued Next Page.)*

VII VENDOR ENVIRONMENT

- A. Financial Data Analysis
- B. Business Motivation
- C. Product Selection Rationale
- D. Typical Third-Party Maintenance Company Resources
  - 1. Organizational Structure
  - 2. Field Locations By Vendor
  - 3. Personnel Profiles
  - 4. Manufacturer, Distributor, TPM Interrelationship
  - 5. Management Systems
  - 6. Critical Mass Components
- E. Revenue Sources And Gross Margin Contribution
  - 1. Labor
  - 2. Spare Parts
  - 3. Installation Fees
  - 4. Warranty Work
  - 5. Ancillary Services
- F. Vendor Profiles (Dependent On Responses)
  - 1. TRW Customer Services
  - 2. SORBUS
  - 3. RCA Services
  - 4. Indeserv
  - 5. Kalbro
  - 6. Moore Business Systems
  - 7. Bunker Ramo
  - 8. Braegen
  - 9. GEISCO
  - 10. Tymshare
  - 11. Xerox

APPENDICES

- A. User Questionnaire
- B. Vendor Questionnaire
- C. Contracts By Company
- D. Price Lists By Company
- E. Alphabetical List Of Companies Supplying TPM Service In The U.S.

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**STUDY  
AUTHORIZATION**

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# Third-Party Maintenance: The Vendors, Their Services And Their Markets, 1984-1989

To: INPUT  
1943 Landings Drive  
Mountain View, California 94043

*input to  
questionnaire  
until 4/15/84*

I would like to become a charter member of this multiclient study for the fee of \$5,000; one-half due and payable upon authorization, the remainder to be paid upon receipt of the study. Charter members are those subscribing before March 30, 1984, after which the study cost is \$6,500.

*April 30*

Enclosed is my check for \$ \_\_\_\_\_.

Please bill my company, on purchase order number \_\_\_\_\_, for \$ \_\_\_\_\_.

## CONFIDENTIALITY AGREEMENT

The client agrees to hold as confidential all information provided by INPUT through this study. The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT.

The client agrees to control access to the information provided to prevent unauthorized disclosure in violation of this agreement.

INPUT exercises its best efforts in preparation of the information provided under this agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense which may result from incompleteness or inaccuracy of the information provided.

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## About INPUT

INPUT provides planning information, analysis, and recommendations to managers and executives in the information processing industries. Through market research, technology forecasting, and competitive analysis, INPUT supports client management in making informed decisions. Continuing services are provided to users and vendors of computers, communications, and office products and services.

The company carries out continuous and in-depth research. Working closely with clients on important issues, INPUT's staff members analyze and interpret the research data, then develop recommendations and innovative ideas to meet clients'

needs. Clients receive reports, presentations, access to data on which analyses are based, and continuous consulting.

Many of INPUT's professional staff members have nearly 20 years' experience in their areas of specialization. Most have held senior management positions in operations, marketing, or planning. This expertise enables INPUT to supply practical solutions to complex business problems.

Formed in 1974, INPUT has become a leading international planning services firm. Clients include over 100 of the world's largest and most technically advanced companies.

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# INPUT

Planning Services for Management

## Second Annual North American 3rd Party Maintenance Guide

The growth of Third Party Maintenance is explosive. There are independents, manufacturers and corporate divisions providing Third Party Maintenance in every significant product marketing segment.

We printed our first Third Party Maintenance Guide in the October 1982 *Field Service Manager*. At the time we listed 46 organizations providing Third Party Maintenance. Eliminating duplicate listings submitted by members, the 1983 3rd Party Maintenance Guide provides a listing of 118 organizations.

The guide lists members' companies offering Third Party Maintenance in alphabetical order. The survey data is summarized for the 118 organizations that responded to the survey. AFSM regrets if it missed any organization offering third party service. We are dependent upon our members responding to survey questionnaires.

### Action Support Service Corporation

8712 Hillcrest Avenue  
Crystal Lake, IL 60014  
ATTN: Larry D. Springer  
President  
815-455-4018

### ADP Network Services, Inc.

175 Jackson Plaza  
Ann Arbor, MI 48106  
ATTN: Roger O'Brien  
VP, Hardware Eng.  
313-769-6800

### AFI/DataTrol

Brent Drive  
Hudson, MA 02154  
ATTN: Charles Mitchell  
Nat'l Repair Depots Mgr.  
617-568-1411 Ext. 510

### American Computech, Inc.

6974 Convoy Court  
San Diego, CA 92111  
ATTN: Roy Rains  
General Manager  
619-571-7961

American Electronics Inc. (N)  
of Columbia  
only 2  
employees  
3035 Main Street  
Columbia, SC 29201  
ATTN: Jack Starling, President  
803-252-4728

ARC Electronic Associates  
905 Bassett Road  
Westlake, OH 44145  
ATTN: Ron Gorman  
Service Manager  
216-835-8400

Arrow Electronics Comm. Comp.  
Prod. Group  
22 A Street

Burlington, MA 01803

ATTN: Howard Rodenstein  
Director of Field Service  
617-272-8372

### Associated Computer Engineers

1250 Union Street  
San Diego, CA 92101  
ATTN: Neil Williams, President  
619-233-0103

### Associated Data Services, Inc. (N)

5022 Belair Road  
Baltimore, MD 21206  
ATTN: Carl E. Bollinger  
President  
301-325-1110

### ATI Service

1501 Grandview Avenue  
P.O. Box 400  
Thorofare, NJ 08086  
ATTN: B.F. Hoffman  
Exec. VP, Field Service  
609-845-7300

### BBA, Ltd.

1414 Atwood Avenue  
Johnson, RI 02919  
ATTN: Dick Armstrong, Director  
401-273-1440

### Bell & Howell Service Company

6800 McCormick Road  
Chicago, IL 60645  
ATTN: David C. Hallquist  
VP, Marketing and Sales  
312-675-7600

### Bunker Ramo Information Systems (Allied)

30 Nutmeg Drive  
Trumbull, CT 06902  
ATTN: Bob Land  
Director Service Marketing  
203-386-2111

### Bytex Corporation

3305 Northland Drive, Ste. 400  
Austin, TX 78731  
ATTN: Russell L. Harrell  
VP, Eng. Services  
512-451-5282

### C. ITOH Electronic, Inc.

5301 Beethoven Street  
Culver, CA 90230  
ATTN: Marvin Hunt  
Product Manager  
213-306-6700

### Carterfone Communications Corporation

8604 Wilbur Avenue  
Northridge, CA 91324  
ATTN: Bill Hickish  
Service Sales Manager  
213-701-5547

### Circle Computer Services, Inc.

930 Remington Road  
Schaumburg, IL 60195  
ATTN: Charles Bauza  
Branch Manager  
312-884-6011

### Cirvis, Inc.

P.O. Box 1096  
Huntington Beach, CA 92647  
ATTN: Bonnie L. Nelson  
Administration Manager  
714-891-2000

### Computer Equipment Services

12624 Daphne Avenue  
Hawthorne, CA 90250  
ATTN: Chuck Williams  
President  
213-777-4070

### Computer Field Services, Inc.

561 Windsor Street, P.O. Box 409



3/15/84 Letter - S. K.

Somerville, MA 02143  
ATTN: Steve Miles  
Marketing Manager  
617-628-1177

Computer Hardware Maintenance  
Co., Inc.  
528 Street Road  
Southampton, PA 18966  
ATTN: Mike Pagliaicetti  
Dir., Field Maintenance  
215-364-4444

Computer Maintenance, Inc.  
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Addison, IL 60101  
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President  
312-953-1555

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Metairie, LA 70003  
ATTN: Kenneth Schroyer  
President  
504-455-5500

Computer Systems Support  
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ATTN: William Russell  
Field Engineer  
216-238-8166

Computer Terminal Service  
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4400 Will Rogers Pkwy., Ste. 201  
Oklahoma City, OK 73108  
ATTN: Mike Ross, VP  
405-947-1011

Control Data Corporation  
5720 Smetana Drive  
Minnetonka, MN 55343  
ATTN: H. B. Meeks, Gen. Mgr.,  
Business Mgmt. Office  
612-931-3039

CPX  
19821 Nordhoff Street  
Northridge, CA 91324  
ATTN: Larry Levinson, President  
213-709-4003

Data Card Corporation  
11111 Brewd Road W.  
Minnetonka, MN 55343  
ATTN: Jerry Schulkers  
W. Reg. Service Manager  
612-933-1223 Ext. 321

*Sent to  
PRE HARING*  
Data Entry, Inc.  
6442 Edgewater Drive  
Orlando, FL 32810  
ATTN: Jim Walton, President  
305-299-6520

Data Processing Equipment Repair  
48 Brook Mill  
Chesterfield, MO 63017  
ATTN: Harold Pingel, President  
314-532-1530

Data Sales Company, Inc.  
12100 Riverwood Drive  
Burnsville, MN 55337  
ATTN: Jane A. Breckner  
Salesperson  
612-890-8838

*mailed to  
J. E. Ross  
Rex  
Re  
Kurt*  
Dataflex Corporation  
777 Walnut Avenue  
Cranford, NJ 07016  
ATTN: Neal Brush  
Director Technical Services  
201-272-4000

Datatronics, Inc.  
1326 B. Street  
Omaha, NB 68144  
ATTN: E. J. Poss, President  
402-330-3292

*BAUCH IT  
TO HORSTMAN*  
Decision Data Computer  
Corporation  
1600 Route 22  
Union, NJ 07084  
ATTN: J. L. Penberna  
Dir. of Service Manager  
201-588-4644

*ATTN: Don Blumberg  
President  
215-887-1970*  
Decision Sciences Corporation  
528 Fox Pavilion  
Bensenville, IL 60106  
ATTN: Don Blumberg  
President  
215-887-1970

*ATTN: Fred Field  
Jobs Pauling*  
Delta Data Systems Corporation  
2595 Metropolitan Drive  
Trevose, PA 19047  
ATTN: Fred Field  
Manager of Commercial Service  
215-322-5400

*ATTN: John Whynot, President  
602-957-0884*  
Desert Mountain Peripherals, Inc.  
4131 N. 24th Street, S223  
Phoenix, AZ 85016  
ATTN: John Whynot, President  
602-957-0884

Digital Equipment Corporation  
5600 Apollo Drive  
Rolling Meadows, IL 60008

ATTN: Orlando May  
Sales Support Manager  
312-640-5500

DMC Systems, Inc.  
2300 Owen Street  
Santa Clara, CA 95051  
ATTN: Jack Seitz  
Director of Marketing  
408-727-4444

*To Call*  
Dow Jones & Company, Inc.  
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Princeton, NJ 08540  
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Brecksville, OH 44141  
ATTN: Allen M. Hamula  
Director of Operations  
216-526-4350

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Pennsauken, NJ 08109  
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Horsham, PA 18974  
ATTN: D. E. Derham  
Manager, Service Operation  
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Phoenix, AZ 85016  
ATTN: Hal Rabin, VP  
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ATTN: C. M. Johnson  
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Pleasantville, NY 10570  
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Kansas City, MO 64108  
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ATTN: Harold H. Anthony  
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(713) 961-1201 Glenn Stancil - President



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- PRIME - INTERESTED
- COMPUTERVISION - NO
- ~~CONTINENTAL RESOURCES~~ - NO
- DENNISON - NO
- FACIT - NO
- GE - SOLD
- INFOREX - NO
- KEYDATA - NO
- MITRE - NO
- NIPPON ELECTRIC - call ~~INTERESTED~~
- RACAL - REDAC NO
- RAYTHEON - NO
- SNET - INTERESTED
- GTE - INTERESTED
- ~~COMPUGRAPHICS~~ - ~~INTERESTED~~
- COMPUTADATA - NO
- CENTRONICS - NO
- BUNKER RAMO - INTERESTED
- COMPUTER LISTICS - NO
- COMPUTER DEVICES NO
- SAVIN - NO
- PITNEY BOWES - NO

### HARVEY

#### EAST

- IBM - HT client
- RCA - HF
- GRUMMAN HT
- SPERRY - NO
- DECISION DATA HF
- SORBUS HT
- PERKIN ELMER NO
- AYDIN NO
- OLYMPIA
- ATI SERVICE
- COMPUTER HW & MAINT. NR
- DATA FLEX
- GEN. INST.
- SHIELD BUS SYS
- SYSTECH NR
- WILY LABS NR
- DATA ACCESS SYS NR
- COMPUTER HW SVCS
- CONSTANT DATA CTRL
- WESTERN UNION HF

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Davis	FL
Modular Computer	FL
Paradyne Corp.	FL
Mergenthaler	KS ?
Data General	NO - GSK
<u>Honeywell</u>	MA
Indeserv	Amer Express
General Instrument	MA Bill Hebert <sup>Arrn Roger</sup> in Mktg Visit
MA/com	MD
Logical Solutions	MD - TPM + CSP
AGS Computers	ME
ATI Service	NJ
Kaltro	NJ - GSK Visit
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Tandy	TX Bob
Beehive Datal.	UT
Evans & Sutherland	UT
Gedding & Lewis	WI ?
Eaton	WY
Mannesmann - Tally	WA Jim.
SNET	
Power Ramo	Call + arrange visit / Grindell
GTE	East
Prime	

Alta Bates Hospital

UVPC \$495

### THIRD-PARTY MAINTENANCE USER INTERVIEWS

USER SAMPLE BY PRODUCT CLASS	INTERVIEW STATUS				TOTALS Interviews
	Currently Using Third-Party Maintenance	Not Using TPM But Have Considered	Have Not Considered Third-Party Maintenance		
Large Systems	17	20	160	197	
Minicomputers/SBS	45	62	256	363	
Office Products <sup>(1)</sup>	24	21	124	169	
Peripherals/Terminals <sup>(2)</sup>	86	92	39	217	
Personal Computers <sup>(3)</sup>	23	15	58	96	
<b>Totals</b>	<b>195</b>	<b>210</b>	<b>637</b>	<b>1,042</b>	

1 = Workstations and word processor users

2 = Interviews with predominantly large system peripherals and terminals service users

3 = Business personal computer user only (no home PCs), excluding distributor maintenance



**TPM SERVICE VENDOR REVENUES AND GROWTH**

RANK	VENDOR	U.S. TPM REVENUE (\$ Millions)		PERCENT GROWTH
		1983	1982	
1	TRW	\$145	\$135	7%
2	SORBUS	118	101	17
3	CDC/COMMA	80	73	10
4	RCA Services	78	69	13
5	Western Union	45	39	15
6	General Electric	40	21	90
7	Bell & Howell	25	22	14
8	Bunker Ramo	19	18	5
9	Xerox	18	16	13
10	Tymshare	13	12	8



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Announcing ...

INPUT's NEW TPM VENDOR DIRECTORY FOR 1984

Enclosed is a press release concerning INPUT's directory of third-party maintenance (TPM) vendors that includes only viable TPM businesses that offer a wide range of maintenance and support services. It can be purchased for \$295 and is the most comprehensive directory available in this rapidly growing market.

This directory is an essential tool for all field and executive managers involved in the TPM business as a vendor or user.

For more information, or to place your order, please call us at INPUT, (415) 960-3990.



FOR IMMEDIATE RELEASE  
September 20, 1984

Contact: (415) 960-3990

**INPUT RELEASES NEW TPM VENDOR DIRECTORY**

**Researched in June/July 1984**

**No More Garage Shops, Answering Machines**

**MOUNTAIN VIEW, SEPTEMBER 20, 1984** - Companies looking for a third-party maintenance (TPM) vendor now have a single source where they can go to get everything from the vendor's phone number to whether he provides software maintenance for micro-based turnkey systems. And they won't have to wade through the hundreds of maintenance businesses run out of people's garages for spare cash.

The source is INPUT's new Directory of U.S. Third-Party Maintenance Vendors, 1984. It was researched in June and July of this year by contacting every known source of TPM and eliminating all of the small-time and part-time operations, leaving a core of substantial businesses that consistently offer a wide range of maintenance services.

The end result of this research effort is a directory that contains 307 full-length profiles of every significant third-party maintenance vendor in America—dependents and manufacturers both. Included in these profiles are:

- Company name, address, phone number;
- Name of the president;

.....more



- Number of years active in TPM;
- Number of service locations and repair depots;
- Geographic coverage;
- Number of employees (by five separate size categories), including total service employees, field engineers, field support specialists, administrators, and managers;
- Kinds of products serviced;
- Brands of products serviced;
- Kinds of services provided (preventive maintenance, software maintenance, training, installation, consulting, etc.); and
- Percentage of business provided in each of the three main delivery modes--on-site maintenance, repair depot/carry-in, and remote support services.

\*\*\*\*\*

NOTE TO EDITORS: The report costs \$295. For more information, contact INPUT, (415) 960-3990



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1943 LANDINGS DRIVE, MOUNTAIN VIEW, CA 94043 (415) 960-3990

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Marketing  
9/84

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NOTE TO EDITORS: The report costs \$295. For more information, contact INPUT, (415) 960-3990.



FOR IMMEDIATE RELEASE  
September 21, 1984

(415) 960-3990

## INPUT EXPLORES LARGE-SCALE SYSTEMS DIRECTIONS

MOUNTAIN VIEW, SEPTEMBER 21, 1984 - The large-scale systems strategies of IBM, Amdahl, and NAS are the subjects of a new report from INPUT, Ltd., a computer software and services market research firm based in London.

Entitled Large-Scale Systems Directions: Mid-Year Update-1984, the report provides a detailed analysis of IBM's mainframe hardware and software directions, as well as year-by-year residual value forecasts up to 1989.

Included in the strategy discussions are analyses of the following questions:

- Can the exponential demand for large mainframes continue?
- Will large mainframes evolve into large data base machines?
- If it takes so many MIPS to drive MVS/XA, isn't it legitimate to question whether an IBM mainframe is the logical choice to maintain large data bases and provide number-crunching muscle?

.....more



- Will IBM continue the recent trend evident in its refusal to give out source code, thus effectively making it impossible for users ever to evaluate operating system performance, or to make informed choices about alternate computing strategies such as distributed minis?

And others.

The residual value forecasts include selected mainframes and large-scale peripherals from IBM, Amdahl, and NAS.

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**NOTE TO EDITORS:** The report costs \$750. For an editorial review copy of the executive summary, contact David McDougal, INPUT, 1943 Landings Drive, Mountain View, CA 94043, (415) 960-3990.

